

REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION

40

June 22, 2004

FROM: Cathy Cimbalo, Director
Department of Children's Services

SUBJECT: PURCHASE ORDER TO IBM GLOBAL SERVICES FOR USER LICENSES FOR
A QUERY AND APPLICATION REPORTING SYSTEM FOR USE WITH
CWS/CMS DATA

RECOMMENDATION: Authorize the Purchasing Agent to issue a Purchase Order to IBM Global Services in the amount of \$65,000 to provide unlimited user licenses for the Query and Application Reporting system for the period of July 1, 2004 through June 30, 2005.

BACKGROUND INFORMATION: In 1996, the State of California awarded IBM Global Services the contract for analysis, implementation, and support of the statewide Child Welfare System/Case Management System (CWS/CMS). IBM Global was deemed by the State of California to be the most viable candidate to provide the required analysis, assessment, configuration, implementation, and technical support skills to ensure the success of CWS/CMS statewide. By virtue of the State's vendor choice, the County is required to contract with IBM for technical support services for CWS/CMS.

The Department of Children's Services (DCS) implemented CWS/CMS in 1997 to automate many of the routine tracking and reporting tasks previously performed manually. The automated system provides a centralized database that allows state and county child welfare workers to share information on child abuse cases. While CWS/CMS is appropriate for automating the tasks performed by line staff, it does not meet the management reporting needs identified by the Department.

In April 2002, DCS developed and released a Solicitation for Proposal (SFP) for a Query and Application Reporting System. Only two vendors responded. An evaluation team consisting of staff from DCS, Human Services Systems (HSS) Special Projects, HSS Information Technology and Support Division, HSS Program Integrity Division, and HSS Auditing selected IBM Global Services' proposal as the only system that would meet the Department's needs, as they are the only supplier of the data that must be accessed and transferred to other public entities in the State of California.

Record of Action of the Board of Supervisors

40

On May 14, 2002, the Board of Supervisors approved the issuance of a purchase order to IBM Global Services in the amount of \$90,000 for the period of June 1 2002 to June 30, 2003 (Item No. 38). The SFP included the provision for extension of the contract period for two additional 1-year periods at the discretion of the county. On June 17 2003, the Board of Supervisors approved the issuance of a purchase order to IBM Global services in the amount of \$73,000 for the period of July 1 2003 to June 30 2004 (Item No. 49).

Approval of this item will authorize the Purchasing Department per County policy 11-04 to issue a non-competitive purchase order for FY 2004/05 in the amount of \$65,000.

Included in the \$65,000 is access to IBM Global Services Query and Application Reporting System, County Access to Data Interactive Query (CAD IQ) for unlimited County users, weekly refresh of San Bernardino CWS/CMS data, help desk support, maintenance of application and reports, maintenance of application hardware and software, validation of County CWS/CMS data, maintenance of CAD IQ web site, and CAD IQ report updates.

REVIEW AND APPROVAL BY OTHERS: This agenda item has been coordinated for procurement and approved by the Purchasing Department (Aurelio DeLaTorre, Director) on 6-07-04, County Counsel (Michelle Blakemore, Deputy County Counsel) on 6-07-04, HSS Finance (Kristin Letterman, Administrative Manager) on 6-10-04, County Administrative Office (Gary Morris, Administrative Analyst on 6-10-04, HSS Information and Technology Department (Steve Hall, Dept. Information Services Manager) on 6-10-04, and Information Services Department (Leyden L. Hahn, Chief Information Officer) on 6-10-04.

FINANCIAL IMPACT: Adequate appropriations and revenues were included in the FY 2004-05 HSS Administration Proposed Budget. Approximately 83% of the total cost will be funded by Federal and State revenues (\$53,950), with the remaining 17% funded by local funds (\$11,050). The local share is funded approximately 52% with realignment revenues (\$5,746) and 48% local cost (\$5,304).

Cost Reduction Review: The County Administrative Office has reviewed this agenda item and recommends this action based on the fact that these services are mandated and are in the best interest of the County.

SUPERVISORIAL DISTRICT(S): ALL

PRESENTER: Cathy Cimbalo, Department of Children's Services, Director
388-0242